

# Tickler Management for Supervisors

## Background

The Tickler Management page allows supervisors to reassign or delete ticklers for cases/providers assigned to their workers. The Tickler Management page displays defaulting to the Tickler Reassignment view. To reassign a tickler, the Supervisor must select a worker from the Worker drop-down field and then select the case or provider, which has the tickler to be reassigned, from the Case/Provider drop-down field. All ticklers for the specific case/provider available for reassignment display.

To delete a tickler, the Supervisor must select the Tickler Deletion radio button to access the Tickler Deletion view. When using the Tickler Deletion view, the Supervisor must select the worker from the Worker drop-down field. All ticklers for the specific case/provider available for deletion display.

To access the Tickler Management page, select Actions > Management> Tickler Management or click the [Tickler management](#) hyperlink on the Home tab of the desktop.

The screenshot shows the 'Actions' dropdown menu open, with 'Management' selected. The 'Management' submenu is also open, showing options like 'Approval Management', 'Approval Messages', 'Assignment Management', 'Initial Assessment Assignments', 'Tickler Management' (highlighted), and 'Worker'. The main interface includes a header with 'Actions', 'Financial', 'State', 'Security', 'Refresh', and 'Search'. Below the header, there are tabs for 'Workers (64)', 'Approvals (1106)', 'Access Reports (122)', 'JCPC Referrals (3)', 'Home Inquiries (32)', and 'Quick Links'. The 'County view' section has radio buttons for 'My workers' and 'All Milwaukee County workers' (selected). The 'Worker view' section has a dropdown for 'Coke, Caitlin, M.' and an 'Escalated' dropdown set to 'Include'. At the bottom, there are three buttons: 'Create task', 'Tickler management' (highlighted with a red box), and 'Worker statistics'.

## Tickler Reassignment

1. The Tickler Management page defaults to the Tickler Reassignment view (if you wish to delete a tickler change your selection to “Tickler Deletion” and skip to the ***Tickler Deletion*** section of this guide). To continue with Tickler reassignment, select the worker from the Worker drop-down field.

The screenshot shows the eWiSACWIS Tickler Management interface in Internet Explorer. The page has a dark blue header with the eWiSACWIS logo and navigation links (Print, Spell Check, Help). Below the header, there's a section titled "Tickler Activity" with two radio buttons: "Tickler Reassignment" (selected) and "Tickler Deletion". To the right of these buttons are labels for "Worker:" and "Case/Provider:". Below this, there's a "Tickler Reassignment" section with a table. The table has columns: "Date Due", "Participant", "Type", and "Tickler". A dropdown menu is open next to the "Worker:" label, displaying a list of names. The list includes: Abby, Alice, N.; Abby, Amy; Abby, Andy; Abby, Mailing; Abby, ParentHome; Abby, Secondary; abby, tpr; Abby, Work; Abbyie, Amber's, A.; Agustson, Angel, A.; Anderson, Samuel; Bam, Bam; Banana, Brendt; BUFFALO, Supervisor; Cake, Caitlin, M.; Cedar, Cindy; Clark, Supervisor; Corn, Conn, C.; Daisy, Dan; Dane, Supervisor; Door, Diane; Door, Supervisor; Dunn, Supervisor; FAST, Supervisor; Florence, Supervisor; FondDuLac, Supervisor; Fun, Favn; Good, Johnny; Green, Gary. A "Close" button is at the bottom right of the dropdown. The status bar at the bottom shows "100%".

Tickler Management - Internet Explorer

eWiSACWIS

Print Spell Check Help ?

**Tickler Activity**

☒ Tickler Reassignment ☐ Tickler Deletion

Worker: Case/Provider:

**Tickler Reassignment**

Date Due	Participant	Type	Tickler
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Abby, Alice, N.  
Abby, Amy  
Abby, Andy  
Abby, Mailing  
Abby, ParentHome  
Abby, Secondary  
abby, tpr  
Abby, Work  
Abbyie, Amber's, A.  
Agustson, Angel, A.  
Anderson, Samuel  
Bam, Bam  
Banana, Brendt  
BUFFALO, Supervisor  
Cake, Caitlin, M.  
Cedar, Cindy  
Clark, Supervisor  
Corn, Conn, C.  
Daisy, Dan  
Dane, Supervisor  
Door, Diane  
Door, Supervisor  
Dunn, Supervisor  
FAST, Supervisor  
Florence, Supervisor  
FondDuLac, Supervisor  
Fun, Favn  
Good, Johnny  
Green, Gary

Close

100%

2. Select the Case/Provider in the Tickler Activity group box. Once the Case/Provider is selected, the ticklers will populate in the Tickler Reassignment group box for that worker. The Tickler Reassignment group box will display the date the tickler is due, the case name and case number, the type of tickler, who the tickler is currently assigned to. The 'Reassign Tickler To' will only display workers that are currently assigned to the case. Proceed through the list, selecting who should be reassigned to which ticklers. Click Save when finished.

**Tickler Activity**

☒ Tickler Reassignment
 ☐ Tickler Deletion

Worker: Banana, Brendt  
 Case/Provider: Young, Jenny (9221024)

**Tickler Reassignment**

Date Due	Participant	Type	Tickler Assigned To	Reassign Tickler To
05/03/2005	<a href="#">Young, Jerry (9221977)</a>	Permanency Plan Due	Paper, Piper - Medicaid Certification	<span>Corn, Conn, C.</span>
06/10/2005	<a href="#">Young, Jerry (9221977)</a>	Permanency Plan Review (6 months)	Paper, Piper - Medicaid Certification	<span>Corn, Conn, C.</span>
12/12/2005	<a href="#">Young, Jerry (9221977)</a>	Permanency Plan Hearing (annual)	Paper, Piper - Medicaid Certification	
01/30/2008	<a href="#">Young, Jerry (9221977)</a>	30-day Rate Setting	Banana, Brendt - Access	
09/15/2006	<a href="#">Young, John (9221119)</a>	VPA -Group Home	Paper, Piper - Medicaid Certification	
02/01/2007	<a href="#">Young, John (9221119)</a>	Permanency Plan Hearing (annual)	Cake, Caitlin, M. - CPS Ongoing	
02/27/2007	<a href="#">Young, John (9221119)</a>	VPA -Foster Home	Paper, Piper - Medicaid Certification	
08/01/2007	<a href="#">Young, John (9221119)</a>	Permanency Plan Review (6 months)	Cake, Caitlin, M. - CPS Ongoing	
10/19/2008		Case Progress Eval. must be completed	dogwood, Debbie - CPS Initial Assessment	

Annopolis, Audrey  
 Banana, Brendt  
 Cake, Caitlin, M.  
 Corn, Conn, C.  
 Darg, Dawn  
 Door, Diane  
 Door, Supervisor  
 Iowa, Supervisor  
 Lun, Kevin  
 Paper, Piper  
 Portage, Supervisor  
 Racine, Supervisor  
 Washington, Supervisor  
 dogwood, Debbie

3. The following message will appear. Select yes if you wish to continue with the reassignment of the ticklers you have modified.

**eWiSACWIS -- Web Page Dialog**

The selected ticklers will be reassigned and the associated escalated ticklers will be deleted. Are you sure you want to do this?

4. Notice, the first three ticklers have now been reassigned to Conn Corn from Piper Paper.

Tickler Management - Internet Explorer

**eWiSACWIS** Print Spell Check Help ?

**Tickler Activity**

☒ Tickler Reassignment
 ☐ Tickler Deletion

Worker: Banana, Brendt  
 Case/Provider: Young, Jenny (9221024)

**Tickler Reassignment**

Date Due	Participant	Type	Tickler Assigned To	Reassign Tickler To
05/03/2005	<a href="#">Young, Jerry (9221977)</a>	Permanency Plan Due	Corn, Conn, C. - CPS Ongoing	<span></span>
06/10/2005	<a href="#">Young, Jerry (9221977)</a>	Permanency Plan Review (6 months)	Corn, Conn, C. - CPS Ongoing	<span></span>
12/12/2005	<a href="#">Young, Jerry (9221977)</a>	Permanency Plan Hearing (annual)	Corn, Conn, C. - CPS Ongoing	<span></span>
01/30/2008	<a href="#">Young, Jerry (9221977)</a>	30-day Rate Setting	Banana, Brendt - Access	<span></span>
09/15/2006	<a href="#">Young, John (9221119)</a>	VPA -Group Home	Paper, Piper - Medicaid Certification	<span></span>
02/01/2007	<a href="#">Young, John (9221119)</a>	Permanency Plan Hearing (annual)	Cake, Caitlin, M. - CPS Ongoing	<span></span>
02/27/2007	<a href="#">Young, John (9221119)</a>	VPA -Foster Home	Paper, Piper - Medicaid Certification	<span></span>
08/01/2007	<a href="#">Young, John (9221119)</a>	Permanency Plan Review (6 months)	Cake, Caitlin, M. - CPS Ongoing	<span></span>
10/19/2008		Case Progress Eval. must be	dogwood, Debbie - CPS Initial	<span></span>

100%

## Tickler Deletion

Once the Tickler Deletion radio button has been selected from the Tickler Activity group box, the page will change to Tickler Deletion mode.

1. Select the worker from the Worker drop-down field in the Tickler Activity group box. This will automatically populate the Tickler Deletion group box with all ticklers associated with the selected worker.

**Note:** AFCARS Ticklers cannot be deleted from Tickler Management.

2. In the Tickler Deletion group box, select the ticklers by checking the box for the tickler to be deleted. Next to the corresponding check box is the Case/Provider Name, Participant, Due Date of the tickler and tickler Type. Click Save if you are ready to finalize this process.

The screenshot shows the eWiSACWIS Tickler Management interface in Internet Explorer. The 'Tickler Activity' section has 'Tickler Deletion' selected. The 'Worker' dropdown is set to 'Banana, Brendt'. The 'Tickler Deletion' section contains a table with columns: Delete, Case/Provider Name, Participant, Due Date, and Type. Several ticklers are listed, with the first four checked for deletion.

Delete	Case/Provider Name	Participant	Due Date	Type
<input type="checkbox"/>	<a href="#">Akoya, Mother (9221434)</a>	<a href="#">Bubbin, Pearl (9222344)</a>	07/31/2006	30-day Rate Setting
<input type="checkbox"/>	<a href="#">Akoya, Mother (9221434)</a>	<a href="#">Bubbin, Pearl (9222344)</a>	01/01/2007	Permanency Plan Review (6 months)
<input type="checkbox"/>	<a href="#">Akoya, Mother (9221434)</a>	<a href="#">Bubbin, Pearl (9222344)</a>	07/01/2007	Permanency Plan Hearing (annual)
<input checked="" type="checkbox"/>	<a href="#">Burr, Sally (9223073)</a>	<a href="#">Burr, Jane (9227383)</a>	03/03/2014	Child/Youth Photo/Description - 30 day
<input checked="" type="checkbox"/>	<a href="#">Burr, Sally (9223073)</a>	<a href="#">Burr, Jane (9227383)</a>	04/02/2014	Permanency Plan Due
<input checked="" type="checkbox"/>	<a href="#">Burr, Sally (9223073)</a>	<a href="#">Burr, Jane (9227383)</a>	08/01/2014	Permanency Plan Review (6 months)
<input checked="" type="checkbox"/>	<a href="#">Burr, Sally (9223073)</a>	<a href="#">Burr, Jane (9227383)</a>	02/01/2015	Permanency Plan Hearing (annual)
<input type="checkbox"/>	<a href="#">Cane, Kid (9221166)</a>	<a href="#">Cane, Kid (9221579)</a>	09/02/2004	Permanency Plan Review (6 months)
<input type="checkbox"/>	<a href="#">Cane, Kid (9221166)</a>	<a href="#">Cane, Kid (9221579)</a>	09/02/2004	Permanency Plan Due
<input type="checkbox"/>	<a href="#">Cane, Kid (9221166)</a>	<a href="#">Cane, Kid (9221579)</a>	09/02/2004	30-day Rate Setting

Buttons: Save, Close

3. The following message will appear after Save is selected. Click the Yes button if you are ready to delete the ticklers you had previously selected.

The dialog box is titled 'eWiSACWIS -- Web Page Dialog'. It contains the text: 'The selected ticklers and the associated escalated ticklers will be deleted. Are you sure you want to do this?'. At the bottom are three buttons: Yes, No, and Cancel.

4. The selected ticklers for Sally Burr have been deleted. Select Close to return to the desktop.

Tickler Management - Internet Explorer

**eWiSACWIS** Print Spell Check Help

**Tickler Activity**

☐ Tickler Reassignment Worker: Banana, Brendt

☒ Tickler Deletion

**Tickler Deletion**

Delete	Case/Provider Name	Participant	Due Date	Type
<input type="checkbox"/>	<a href="#">Akoya, Mother (9221434)</a>	<a href="#">Bubbin, Pearl (9222344)</a>	07/31/2006	30-day Rate Setting
<input type="checkbox"/>	<a href="#">Akoya, Mother (9221434)</a>	<a href="#">Bubbin, Pearl (9222344)</a>	01/01/2007	Permanency Plan Review (6 months)
<input type="checkbox"/>	<a href="#">Akoya, Mother (9221434)</a>	<a href="#">Bubbin, Pearl (9222344)</a>	07/01/2007	Permanency Plan Hearing (annual)
<input type="checkbox"/>	<a href="#">Cane, Kid (9221166)</a>	<a href="#">Cane, Kid (9221579)</a>	09/02/2004	Permanency Plan Review (6 months)
<input type="checkbox"/>	<a href="#">Cane, Kid (9221166)</a>	<a href="#">Cane, Kid (9221579)</a>	09/02/2004	Permanency Plan Due
<input type="checkbox"/>	<a href="#">Cane, Kid (9221166)</a>	<a href="#">Cane, Kid (9221579)</a>	09/02/2004	30-day Rate Setting
<input type="checkbox"/>	<a href="#">Cane, Kid (9221166)</a>	<a href="#">Cane, Kid (9221579)</a>	12/31/2004	Permanency Plan Hearing (annual)
<input type="checkbox"/>	<a href="#">Elias, Tony (9222649)</a>	<a href="#">Elias, Tony (9225583)</a>	08/06/2009	Adoption Case Plan for TPR
<input type="checkbox"/>	<a href="#">Elias, Tony (9222649)</a>	<a href="#">Elias, Tony (9225583)</a>	09/03/2009	Permanency Plan Due
<input type="checkbox"/>	<a href="#">Elias, Tony (9222649)</a>	<a href="#">Elias, Tony (9225583)</a>	01/05/2010	Permanency Plan Review (6 months)

Save Close

100%